

Job description

Role title	IT Support Administrator
Reporting to	UK Infrastructure Manager
Role duration	Permanent

Purpose of the role

Responsibilities
<p>Support</p> <ul style="list-style-type: none"> > 1st & 2nd line IT support alongside a UK based team > Desk setups, machine replacements, moves and changes > Raising IT support tickets and ticket assignments > Remote site support using industry standard tools > Home worker remote support > Local site support – Southend-on-Sea > Travel to remote sites when required <p>Reporting</p> <ul style="list-style-type: none"> > Provide monthly/weekly reports using standard tools to the IT team > Provide monthly internal Business reports where required <p>General</p> <ul style="list-style-type: none"> > Carry out IT project work as assigned. > Work within the company vision and values

Accountabilities
<ul style="list-style-type: none"> > Support all users alongside the UK IT team and MSP's. > Southend site local IT support. > Help maintain core system uptimes. > Company asset administration. > IT system and asset reports. > Respond to support calls within current SLA's.

Capability profile

Skills	Essential	Desirable
Organisational skills	✓	
Attention to detail	✓	
Excellent communication, verbal, written and presentation	✓	
Self-motivated	✓	
Ability to multitask	✓	
Communicate with users at all levels	✓	

Work well as part of a dynamic team	✓	
1 st / 2 nd line support of current Windows environments	✓	
Experience	Essential	Desirable
Hosted Telephone Systems	✓	
MS SQL		✓
Office 365 administration	✓	
Languages	Essential	Desirable
English	✓	

Mobility requirements

Role location	Southend-on-Sea
Travel	Occasional – IT support to remote sites
International travel	Rare – visits to other group companies

Other

Ergéa Quality Assurance and Environmental and Health & Safety
Comply with policies, and work to maintain a high standard of customer service and protect the safety and health of you, your colleagues, our customers and members of the public. Promptly raise any concerns regarding potential violations of the policies.

DBS - Disclosure & Barring Service disclosure (formally Criminal Records Bureau disclosure)
<u>A DBS Enhanced Disclosure is required for all applicants.</u>
The successful applicant must agree to an Enhanced Disclosure under the Disclosure Barring Service Records Bureau procedures. Employment will be offered to the successful applicant subject to a satisfactory Disclosure report.

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